DRGR Help Desk FAQ Updates: Non-Account Issues

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ACTION PLAN/QPR: Questions: Why is part of my Action Plan or QPR missing and how can I fix it?

Text should never be copied from MS Word or other word processing software directly into DRGR since the document may have <u>embedded html codes for paragraph or page returns</u> that will not allow any text below this code to display in the View, Download PDF, and HUD Review versions of screens for Action Plans and QPRs. The text may appear totally normal in the Edit version of screens that grantees have, making it difficult to realize this is an issue when grantees edit the text.



This can happen with any fields that show they can be formatted in DRGR. This can include community needs summaries such as Disaster Damage and Recovery Needs or activity descriptions in the Action Plan. It can also include the Executive Summary progress narrative or activity progress narratives in the QPRs. In many instances, the full text of the Action Plan and QPR will show in the print version, but not the view or review versions.

There are a few key steps to fix the problem.

- 1. Check the View or Download PDF version of the Action Plan or QPR to identify the last text that displays. This would be the place that needs to be corrected in the Edit screens.
- 2. Copy the text from Edit screen to a text editor (Notepad is the recommended program); this step either eliminates the unwanted characters, or will show them so you may correct it.
- 3. Completely delete the text from the narrative field and save it as a blank entry (this is a key step: if this is not done, it is possible that while the text may be gone, there could still be hidden code in the field).
- 4. Copy the text from NOTEPAD to the narrative filed you're working on (again, in this case it is the Executive Summary) and save.

Now everyone should be able to edit and view the narrative field in the View, Download PDF and.or Review screens.. If not, check narrative fields above or below the one edited to make sure the correct one was modified.

ACTION PLAN: Question: What do I do if the project amount exceeds the total grant amount + Estimated PI/RL Funds?

Answer: The Project Budget can erroneously exceed the Grant Amount when a DRGR user enters the Target Project Budget amount, AND ALSO checks the ADJUST PROJECT BUDGET radio button on the Edit Activity screen. When this data entry error is made by the user, the project budget(s) will inflate over the grant amount and prevent edits/adjustments to the project budget until the project budget is brought below the grant amount. The radio button was designed for moving activities and the respective activity budgets ACROSS projects, and should not be selected when moving funds to other activities WITHIN the same project.

Project Edit Project		
Grant Amount + Estimated PI/RL Funds (5000000) is less than	n Total Budget Amount of all projec	cts (9733473)
Financial Data		
Grant Amount:	\$5,000,000.00	
Estimated PI/RL Funds:	\$0.00	
Total Project Budget Amount:	\$9,466,946.00	
Available for Project Budget:	(\$4,733,473.00)	
Total Amount Budgeted to Activities in this Project:	\$4,127,843.00	

Under Release 7.3, activity budgets and project budgets include but do not specific program income in addition to program (grant) funds. Another important change is that project budgets will need to add up to the amount of the TOTAL BUDGET which includes the grant and the Estimated PI/RLF listed on the EDIT ACTION PLAN page. If the project budgets exceed this, users may get errors on the project page that will prevent them from making edits. The project screen will ID the current amount of the Estimated PI/RL Funds and the existing amount of funds over budgeted at the project level. Users can temporarily inflate the amount of Estimated PI/RL Funds on the Edit Action Plan page, make corrections to the project budgets and then deflate the Estimated PI/RLF on the Edit Action Plan page down to the correct level.



Although project budgets show in the Edit Action Plan page and Microstrategy reports, neither of these will include project s that do not have activities assigned to them. These projects may still have project budgets that affect the totals being compared to the grant and estimated PI/RL funds. The best place to ID all project budgets is in the SEARCH PROJECT link. Users can then make sure all the project budgets are at the correct level.



DRAW: QUESTION: The voucher shows available amounts on line items that don't make any sense to me and it will not let me complete the draw. How can I fix the available amounts shown?

ANSWER:

If grantees are allowed to retain PI, then available amount calculations are done at the PI account level. DRGR will force the PI funds to be drawn first within PIs. PF can be drawn within the same voucher, but the PI must be used up in the voucher before the PF will even show as available. DRGR should show the available amount within each line item to be the lower amount of program income at the account level vs. total funds available at the activity level. Under Release 7.3.2, the available balance should be the lower amount of a) program income at the account level or b) total funds available at the activity level.

Drawdown Errors: Please see the status on Voucher Items to view the errors

ctivity	Activity Title	Fund Type	<u>Program</u> <u>Income</u> <u>Account</u>	<u>Available</u> <u>Amount</u>	<u>Drawdown</u> Amount	<u>Status</u>
ADMIN	SRAP ADMIN	PROGRAM FUND	GENERAL ACCOUNT	\$8,415,358.29	\$ 100000	
ADMIN	SRAP ADMIN		GENERAL ACCOUNT		\$	
	NSP State Administration	PROGRAM FUND	GENERAL ACCOUNT	\$1,574,512.33	\$ 100000	<u>*</u>)
	NSP State Administration		GENERAL ACCOUNT	\$1,000,000.00	\$ 100000	A

If there are problems with the voucher, DRGR will display specific error messages in each status column. Users can put the cursor over the alert icons and it will display specific suggestions regarding each line item. The following table shows all the possible alert messages:

Voucher Line Item - Condition	Status Column - Alert Error Message
Individual Voucher Item Drawdown	Entered PF drawn amounts cannot be greater than
Amount entered for PF > Available	"Program Funds – Activity Level". See "Available
Amount	Account" link.
Individual Voucher Item Drawdown	Entered PI drawn amounts cannot be greater than
Amount entered for PI > Available	"Program Income – Activity Level". See "Available
Amount	Account" link.
Individual Voucher Item Drawdown	Entered RLF drawn amounts cannot be greater than
Amount entered for RLF > Available	"Revolving Loan – Activity Level". See "Available Account"
Amount	link.
Sum of all Individual PI Voucher Items	Sum of all entered PI drawn amounts in the Voucher

Drawdown Amount entered exceeds Program Income – PI Account Level	exceeds "Program Income – PI Account Level"; Reduce entered PI drawn amounts. See "Available Account" link.
Sum of all Individual RLF Voucher Items Drawdown Amount entered exceeds Revolving Loan Funds – Project Level	Sum of all entered RLF drawn amounts in the Voucher exceeds "Revolving Loan Funds – Project Level"; Reduce entered RLF drawn amounts. See "Available Account" link.
User tries to draw PF before expending PI; this message shows on the PI Voucher Item	PI must be expended before PF on this grant; Either do not draw PF or expend all available PI in this voucher. See "Available Account" link.
User tries to draw PF before expending RLF; this message shows on the RLF Voucher Item	RLF must be expended before PF; Either do not draw PF or expend all available RLF in this voucher. See "Available Account" link.
User tries to draw PF before expending PI/RLF; this message shows on the PF Voucher Item	PI/RLF must be expended before PF on this grant; Either do not draw PF or expend all available PI/RLF in this voucher. See "Available Account" link.

The sample below shows calculations in the last two columns using data from Fin Rept 5b. With the exception of the activity shown in blue where the lower amount is the PI available at the PI account level, all the other activities will have the lower amount be the total amount available at the activity level.

Activity #	Total Budget (PI + PF)	Total Obligation (PI + PF)	Grant Funds Disbursed	Program Income Received	Program Income Disbursed	Total Disbursed	Total Available
NSP001	\$139,789.27	\$139,789.27	\$132,606.90	\$0.00	\$0.00	\$132,606.90	\$7,182.37
NSP002	\$216,054.85	\$216,054.85	\$207,489.35	\$0.00	\$0.00	\$207,489.35	\$8,565.50
NSP003	\$180,653.80	\$180,653.80	\$180,653.80	\$49,296.00	\$0.00	\$180,653.80	\$0.00
NSP004	\$57,197.99	\$57,197.99	\$57,168.55	\$0.00	\$0.00	\$57,168.55	\$29.44
NSP005	\$47,144.62	\$47,144.62	\$35,910.23	\$0.00	\$0.00	\$35,910.23	\$11,234.39
NSP006	\$619,336.46	\$619,336.46	\$487,973.01	\$0.00	\$0.00	\$487,973.01	\$131,363.45
NSP007	\$231,104.30	\$231,104.30	\$177,595.56	\$71,267.00	\$49,296.00	\$226,891.56	\$4,212.74
Total	\$1,491,281.29	\$1,491,281.29	\$1,279,397.40	\$120,563.00	\$49,296.00	\$1,328,693.40	\$162,587.89
				\$71,267.00			

For activities in yellow where PI draws are greater than the total available balance at the activity level, the grantee would need to increase the activity obligations. If the grantee needs to draw more than the

\$71,267 available in PI receipts for NSP006 under the PI account, but below the \$131,363 total available for the activity, they would need to make sure all PI receipts and draws are recorded correctly.

DRAW: Question: Why won't DRGR let me create a Program Income Account/What do I do when I get the error message: Program Income Account could not be created successfully. Total Receipt Amount Is Less Than the Drawdown Amount?

Answer: If any organization funded under a grant is allowed to retain program income for use on the any of their activities funded under the grant, the grantee should create a Program Income (PI) account for each of these organizations. Under Release 7.3.1, grantee users with draw rights can create these accounts in the Drawdown module by first selecting the organization and then selecting the activities that should be in the PI account.

DRGR will not allow users to save the PI account of there are more PI disbursements than receipts for the activities. DRGR will allow PI to be drawn on activities other than those where the PI is receipted, but establishing a PI means those receipts have to be recorded on activities within the PI accounts.

Program Income Accounts

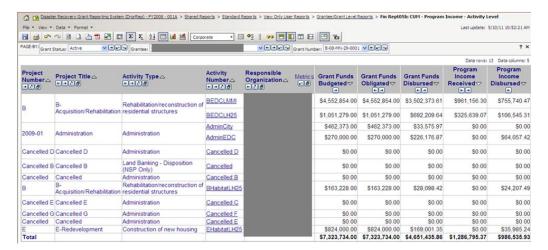
Add Program Income Account

Program Income Account could not be created successfully.
 Total Receipt Amount (0) Is Less Than the Drawdown Amount (588293.2).

Grant Number: B-08-DN-51-0001		
Program Income Account Name: Fairfax County		
Available Responsible Organizations: City of Hampton City of Lynchburg City of Newport News City of Norfolk City of Portsmouth	Assign Org >> << Remove Org	Selected Responsible Organizations: Fairfax County
Available Activities:	Assign Activity >> << Remove Activity	Selected Activities: 08-NSP-13 - Fairfax Co Acquisition 08-NSP-13 - Fairfax Co Adminstration 08-NSP-13 - Fairfax Co HSG Rehab 08-NSP-13 - Fairfax Co Property Resale
Save Cancel		

Users may need to adjust receipts to make sure they are recorded on the correct activities that generated the program income and check to make sure PI draws are also correctly recorded. DRGR users can run Fin Rept5b to check on program income received and program income disbursed. Fin Rept05c shows individual receipts and Fin Rept05d shows financial data summarized by PI account. Fin

Rept 05d will not show any information on the General Account which is where all activities that have not been assigned to a PI account.



DRAW: QUESTION: Can vouchers be changed if the funds are returned or the drawdown was recorded against the wrong activity?

Answer: Grantees may need to correct draws to show them on different activities other than the ones under which they were originally drawn.

- a) In a few instances, this may be due to a billing error.
- b) When grantees split single family housing activities y national objective/income groups, they will often acquire properties and will not know the income level of the household benefitting from the property until the house is sold. In those cases, grantees may need to re-assign the acquisition costs from one single family housing activity to another based on the income level. (For Disaster Recovery CDBG, the income levels are for 0-80% area median income under Low Mod national objective and above 80% as Urgent Need or Slum and Blight . For NSP, the income levels are between 0-50% area median income under the LH25 national objective and 50-120% under LMMI)
- c) In other cases, HUD may determine that the <u>activities originally listed in the DRGR Action Plan</u>
 <u>are not specific enough</u> for a variety of reasons. An example could be that infrastructure
 activities are not listed by each service area or single family housing activities do not break out
 programs into separate activities based on income levels. In these cases, HUD may require the
 grantees add activities and prior draws may be revised to re-assign them to the new activities.

Grantees can revise voucher line items to adjust amounts recorded across activities within the same grant. These can be done for completed or open vouchers. Grantees may assign all or part of a draw to one or more activities.

Revise	ise Voucher Line Item Help?										
Save	Retur	n to Maintain Voucher									
	e r Created f Mississipp		Voucher # / Lin 155618/1	e Item #:	Grant #: B-06-DG-28-	-0001		Transaction T Payment	уре:		
ine Iten	n										
Gr	ant #	Grantee Activity #	Responsible Organization	Activity 1	уре	Activity Title	Fund Type	Drawdown Amount		e Item tatus	Submission Date
B-06-D0	G-28-0001	-0001 O022 GCRIP R1020012 - Jackson County Utility Authority Water/sewer lines or systems W20 FUND \$19,033,152.02 Com							npleted	2011-04-29	
	nds to Acti	vities									
Delete				y # / Activity Title /	Available Am	bunt			_		Amount
	0022 GCRI	PR1020012 - JACKSON	N S23 / JACKSON S23/	\$3,189,194.00					▼	\$ 132419	8
	0022 GCRI	PR1020012 - HARRISO	ON W18 / HARRISON W	/18 / \$5,879,505.00					₩	\$ 789264	
	0022 GCRI	PR1020012 - HARRISO	ON S21 / HARRISON S2	1 (\$1,032,585.00					~	\$508612	
Add A	ctivity	Delete Activity	Recalculate Balance								
Total F	unds moved	d to other activities:	\$ 2622074.00								
Balance	e Remaining	on Activity # 0022	GCRIP R1020012 - JA	CKSON W20: \$ 164110	78.02						
nter Re	eviser Com	nment:									
									A		

Revision Reason: Recapture - Ineligible Use

Grantees will also be able to designate the reason for revisions such as repayment of interest, funds returned by households or businesses that have declined assistance, or recapture of funds from monitoring. They can also enter comments to provide a better description of why and how the vouchers have been revised.

An example under reason B is shown below. In this case, two properties may have been acquired under a NSP grant. When the properties were sold, the household for one that cost \$250,000 to acquire qualified under LMMI since their income was between 80-120 area median income while another property bought for \$225,000 was sold to a household with an income below 50% qualifying as LH25 national objective. In the revise voucher screen, they would reassign the \$225,000 to the LH25 activity from the LMMI activity and leave the \$250,000 on the original activity.

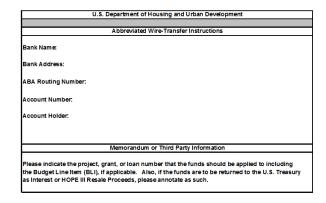
	Original	Reassignment	Revised
	Voucher	Needed	Voucher
City X Single Family Housing Rehab LMMI	\$475,000		\$250,000
City X Single Family Housing Rehab LH25	\$0	\$225,000	\$225,000
TOTAL	\$475,000		\$475,000

DRAW: Question: What do I need to do in DRGR after I wire funds back to LOCCS?

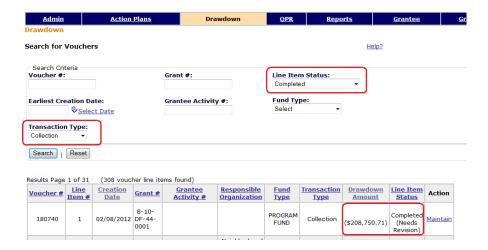
In some cases, grantees may need to wire funds back for ineligible activities, interest earned, or funds returned from beneficiaries. This process may take weeks to complete. Some grantees may choose to offset draws through the REVISE DRAW process. Grantees should make sure that their CPD representative is consulted on the method they use and that the process is extensively documented in the draw comment fields and/or QPR progress narrative that explains the exact nature of the transactions.

If funds are being returned through wires, the grantee should send wires to:Treasury Dept Code: ABA Number 021030004Agency Location Code: 86011101. TREAS NYC HUD FTW, TX

All other necessary data on the disposition and amount of funds in the wire, to include grant number and line item the funds are to be deposited into.



Once it goes to your account in LOCCS, it should create a collection voucher in DRGR showing as a status: <u>Completed (Needs Revision)</u>l. However, LOCCS does not provide information on the activity number when the funds are made available in DRGR. A DRGR grantee user with draw approval rights must <u>search for the voucher which shows as a COLLECTION transaction type.</u> The amount will show as negative in the results table and the user would then use the MAINTAIN link in the ACTION column to access the REVISE DRAW screen to assign the funds to the correct DRGR activity number. As with other voucher revisions, the voucher revision will also require a grantee draw approval by an authorized user.



Once the revision assigning returned funds back to the activity is complete, this will reduce the amount drawn for that activity and increase the available balance.

QPR: QUESTION: I am not seeing the performance measures available on the QPR for an activity. What do I need to do?

Answer: Performance measure options show up <u>as available</u> in DRGR activities in the Action Plan based on the activity type selected in the Action. Not all of these standard measures available may apply to an activity. Performance measures show up in activities under QPRs based on:

- a) the combination of type of activity types and benefit types selected in the DRGR Action Plan.
- b) whether estimates or '0' entered in performance measures in the DRGR Action Plan.

The activity type shows as a <u>dropdown</u> selection in Edit Activity – Page One on Action Plan screens. Benefit types and breakout categories for households (Rent vs. Own) and Housing Units (Single Family and Multifamily) show as <u>checkboxes and radio buttons</u> at the top of the page of performance measures. When these are checked or unchecked, it changes the beneficiary and housing measures that display below them. For example, MF and SF units only show up if housing units is selected.

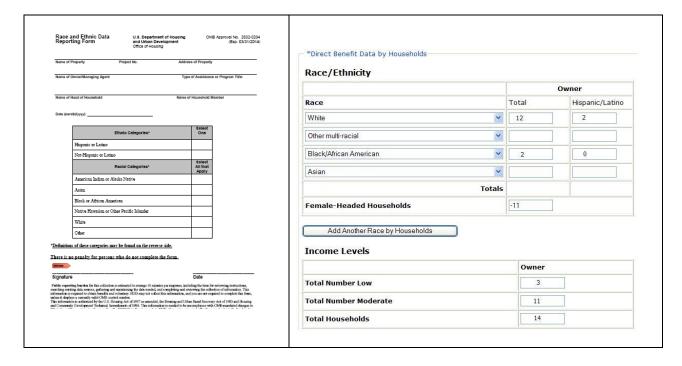
If beneficiary measures and other performance measures do not show up in the QPR, grantees have to go back to the DRGR Action Plans and make changes. Beneficiary data for AREA BENEFIT activities only has to be entered in the DRGR Action Plan based on Census and survey methods. Wherever possible, grantees should enter projected numbers in all other measures they want to show as available for reporting accomplishments in the QPR.

Report Benefit Performance By:			
Area Benefit	Direct Benefit	0	
Census Survey			
Housing Units 🔽			
✓ Multi Family ✓ Single Family			
Proposed Accomplishments:			
Performance Measure	Proposed Total		
# of Properties	10		
# of Public Facilities	0		
# of buildings (non-residential)	0		
# of Businesses	0		
# of Non-business Organizations benefitting			
Activity funds eligible for DREF (Ike Only)			
Performance Measure	Proposed Total		
# of Singlefamily Units	10		
# of Multifamily Units			
# of Housing Units	10		
Proposed Beneficiaries:			
Performance Measure	Proposed Total	Low	Mod
# of Persons	1000	300	400

QPR: QUESTION: Where can I find more information about the data that is supposed to go on the Race and Ethnicity screens for the QPR?

Answer: HUD programs are required to keep race and ethnicity for a variety of programs to ensure there is no discrimination in the provision of benefits. The CPD monitoring handbook includes an FHEO monitoring exhibit for states at

http://portal.hud.gov/hudportal/documents/huddoc?id=DOC_13556.doc and for entitlement programs at http://portal.hud.gov/hudportal/documents/huddoc?id=DOC_13554.doc.. Section B.5.b of the state checklist and Section b.4.b of the entitlement checklist reference HUD form 27601 which should be gathered for each local activity that is funded by funds such as Disaster Recovery CDBG and NSP programs. This information would in turn be assembled by local programs based on the beneficiary form (http://www.hud.gov/offices/adm/hudclips/forms/files/27061-h.pdf).



QPR: QUESTION: I am getting an error message in my QPR when editing an activity that my cumulative totals do not match. What do I need to do?"

ANSWER: DRGR will check the <u>cumulative totals for total households from the race/ethnicity data and compare it to the cumulative totals by owner vs. renter households by income levels</u>. Additionally, it checks <u>cumulative totals for housing units against the cumulative totals of subcategories such as single and multifamily units</u>. Cumulative here means all data across all QPRs.

If grantees need to make edits to prior QPRs, they can also run into these error messages. If a grantee edits the DRGR Action Plan to change the types of beneficiary and housing measures they want to report and there is beneficiary data reported in prior QPRs, it can cause imbalances between cumulative totals. An example error message includes:

Cumulative sum of income levels for 'Households - Total' must be equal to cumulative sum of 'Owner – Total' <Number>

In order to resolve this, grantees may have to enter larger total #s in the new categories than the totals. Since it is difficult to figure out how to do this, HUD has developed a spreadsheet that helps grantees calculate what in-quarter data needs to be entered for an activity in the QPR based on the numbers they are trying to achieve and what is in the prior quarter. The spreadsheet has three sections that represent three steps:

- Step A: Determine the correct ACTUAL cumulative data for that Activity (regardless of what DRGR shows).
- Step B: Determine the cumulative data showing in the DRGR (based on information from the preceding QPR).
- Step C: Adding Step A and Step B together, calculate the IN QUARTER data to be entered in the QPR.

The following is an example of a spreadsheet for an activity that needs this type of adjustment.

Step A. Identify and enter totals from grantee's own data tracking

HOUSEHOLDS	Rent	Own	Total	HOUSIN	G UNITS
Low Income		29	29	SF	146
Moderate Income		117	117	MF	
TOTAL		146	146	TOTAL	146

HOUSEHOLDS	Re	Rent Ow		vn	Total	
HOUSEHOLDS	Total	Total Hisp		Hisp	Total	Hisp
White			119	40	119	40
Black/ African American			12	1	12	1
Asian			4		4	
American Indian / Alaska Native						
Native Hawaiian/ Other Pacific Islander			1		1	
Asian & White			8	1	8	1
American Indian / Alaska Native & White						
Native Hawaiian/ Other Pacific Islander & White						
Black/ African American & White			2		2	
American Indian / Alaska Native & Black/African American						
TOTAL	0	0	146	42	146	42
Female Headed Households			27		27	r

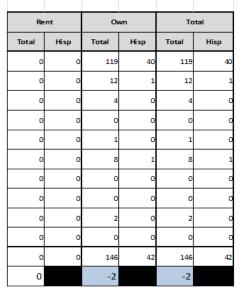
Step B. Identify data already in DRGR (Use last approved QPR for cumulative totals)

•			•		
Rent	Own	Total		HOUSING UNITS	
	29	29		SF	0
	106	106		MF	
	135	135		TOTAL	135

F	Rent		Own		Total	
Total	Hisp	Total	Hisp	Total	Hisp	
		29		29		

Step C. Automatically sums totals for grantee to enter into curre (combines in-quarter data and prior period corrections)

Rent	Own	Total	HOUSING UNITS	
0	0	0	SF	146
0	11	11	MF	0
0	11	11	TOTAL	11



Issue	Guidance
New benefit measure selected with existing data in old QPRs	The "HOUSING UNIT" data in yellow demonstrates an example where 135 housing units were entered through the prior QPR, but the grantee had not entered any data in "SF" (i.e., single-family). If the grantee selected SINGLE FAMILY in the Action Plan during the last quarter and another 14 units were completed, they would enter 11 in HOUSING UNITS and 146 in SF HOUSING UNITS.
Backing out old data	Grantees can enter negative numbers in QPRs in different beneficiary data fields as long as cumulative totals equal.
Regular data entry (categories and subcategories already selected in prior QPRs)	If there is only one subcategory and it was selected before the last QPR, then there is a low likelihood for prior period corrections needed. In this case, there are 11 new households showing and 11 new owner households.

QPR: Question: What is the difference between draws/disbursements and expenditures in DRGR?

Answer: Funds expended (or expenditures) are self-reported - how much a grantee paid out to a third party, etc. Expenditures are entered quarterly at the QPR - Activity Report level.

Program funds drawn down (or drawdowns, or disbursements) are how much money went from treasury to grantee accounts - this is the data that relates to obligations per the drawdown module. Program income drawndown is how much money went from grantee bank accounts to third parties.

Drawdown amounts at the activity level are calculated automatically by the system based on grantee's vouchers. Grantees cannot draw in excess of their obligation minus their prior and pending draws. If grantees report draws in excess of expenditures on an activity, then it would be the basis for checking with the grantee and/or monitoring to see if they are drawing in advance of need.

Drawdowns are compared to obligations when DRGR calculates the available balances for new draws. The DRGR does not have system checks to limit draws or obligations based on expenditures. However, grantees and HUD staff may use QPRs or Microstrategy reports to <u>compare TOTAL FUNDS EXPENDED to TOTAL FUND DRAWDOWNS to make sure there are not large cash balances that would indicate grantees are drawing in advance of need.</u>

Activity Funding	Jul 1 thru Sep 30, 2011	To Date
Total Projected Budget from All Sources:	N/A	\$15,052,984.00
Total Budget:	\$0.00	\$15,052,984.00
Total Obligated:	(\$49,882.60)	\$15,050,084.00
Total Funds Drawdown	\$0.00	\$14,461,367.00
Program Funds Drawdown:	\$0.00	\$14,458,467.00
Program Income Drawdown:	\$1,584.00	\$2,900.00
Program Income Received:	\$15,824.00	\$25,511.75
Total Funds Expended:	\$0.00	\$14,454,867.00
Mississippi Development Authority	\$ 0.00	\$14,454,867.00
Match Contributed:	\$ 0.00	\$0.00